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ARIZONA CORPORATION COMI
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2014 - 115755

Date: 4/10/2014

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

ORIGINAL

Complaint By: First: Lucia Last: Ashta

Account Name: Lucia Ashta

Home: (000) 000-0000

Street:

Work:

City: Sedona

CBR:

State: AZ Zip: 86336

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 250-2280

Nature of Complaint:

4/10 Referred from Comm. Bob Burns' Office

Jessica Perry
Executive Assistant to Commissioner Bob Burns
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007
(602) 542-2129

Arizona Corporation Commission

DOCKETED

APR 29 2014

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DOCKET CONTROL

2014 APR 29 A 9:16

RECEIVED

From: Lucia Ashta [mailto:
Sent: Tuesday, March 25, 2014 11:00 PM
To: Pierce-Web; Stump-Web; RBurns-Web
Cc: Lucia Ashta
Subject: Formal complaint against APS

Dear Sir,

I am writing this email to you to serve as a formal complaint against APS and its practices. I am a resident of Sedona, Arizona and the mother of three young children. I am appalled that APS has effectively taken away my choice to keep my children safe and healthy. How is it that APS is allowed to install Smart Meters BEFORE a health study has been completed, most especially when there are so many people complaining of a long list of serious and life-threatening health effects caused by Smart Meters? Why is corporate profit being valued over the health and well-being of people? Put simply, it is wrong.

As a concerned mother and member of my community, I have come together with other like-minded individuals to try to help the situation. We have been doing our best to inform our community of the dangers of Smart

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Meters. It is my experience after talking with hundreds of other residents about the Smart Meters that APS has not informed any of them of any real dangers of the Smart Meters, and APS is scheduled to begin installation in our area in less than a week. Further, at least half of the residents I spoke with did not even know what a Smart Meter was. Why is APS permitted to install harmful devices without people's knowledge and certainly without well-informed, honest knowledge? Should people not be given the right to make an informed choice, most especially when it involves the health of their loved ones?

I have had to take time out of my very busy schedule as a mother with full-time employment to canvass neighborhoods and organize activities to inform unsuspecting citizens of their true choice in the matter. It is my opinion that APS is acting in an under-handed and subversive way. These are not the practices of a legitimate business. These are the practices of a company that values only its profit and advancement and is strong-arming everyone it can to its will.

I do not appreciate being strong-armed when it concerns my children's health! I know people personally who have developed serious health problems caused specifically by Smart Meters. In fact, I know many. And it is an untruth that as citizens we have a choice whether to expose ourselves to the risks of Smart Meters or not (and that's assuming that we somehow found out about them and informed ourselves of the dangers). I have chosen to opt-out of the Smart Meter (and when I called to do so, the representative tried to talk me out of it, saying they were safe, and sent me literature about how safe they were when I did not ask for it). But my neighbors have not. So, how exactly do I have a choice? Smart Meters are microwave transmitters with a range of up to 1200 feet. Since my neighbors have not opted out, then my family is exposed to the dangers of Smart Meters regardless of my supposed illusion of a choice of opting out of a Smart Meter. Smart Meters are in public buildings that my family is accustomed to frequenting. Now, to avoid health risks to my children, we have to avoid our public library even. APS has put many of us aware citizens in an appalling situation where we have no real choice or control over our family's health. Again, why is a corporation being given rights over the health and well-being of human beings?

To further intimidate us, APS is trying to impose an opt-out fee. So now we get penalized for protecting our health from devices that have no evidence of being safe, quite the contrary? That makes it that much harder for low-income residents or anyone concerned about their finances in this difficult economy to choose to opt out. And Smart Meters even have a track record for increasing people's utility bill. But APS doesn't inform their customers of that either.

I find APS's practices deceptive and manipulative. I find it horribly dis-empowering to find myself in this situation. How do I even protect my children from this silent and insidious harm? I've even considered moving to avoid my neighbors' Smart Meters. But move where? APS is trying to install Smart Meters everywhere.

Please accept this as my plea to protect the people, and not a business. Please return to us the right to truly choose a healthy environment for our children to sleep and grow in.

Thank you for your time,

Lucia Ashta

Sedona, AZ 86336

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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4/10

Filed as Inquiry in 115754

End of Comments

Date Completed: 4/10/2014

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